



**State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387**

Solicitation Information

August 20, 2015

ADDENDUM # 1

RFP# 7549765

RFP Title: HealthSource RI –Operations Management and Support Services

Bid Opening Date & Time: August 28, 2015 at 10:00 AM (Eastern Time)

Notice to Vendors:

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.
NO FURTHER QUESTIONS WILL BE ANSWERED.**

**David J. Francis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions with State Responses for RFP #7549765 HealthSource RI – Operations Management and Support Services

Question 1: Is there an incumbent vendor for these services?

Answer to question 1:

The intent of this procurement is to consolidate and streamline operations management and support services currently being provided to HealthSource RI under several existing contracts, including those held by Connexions Inc., Faulkner Consulting Group, LLC and Tabner, Inc.

Question 2: Pg. 8 of the RFP references a requirement to manage the contact center vendor(s).

- a. Who is the vendor or vendors alluded to in that section?
- b. What is the term of the contracts for the contact center vendor or vendors?

Answer to question 2:

- a) Connexions, Inc.
- b) Through December 31, 2015 with (2) one-year option periods.

Question 3: What assumptions should be made with regard to technology support and space requirements for Tasks 1, 2 and 3?

Is it reasonable to assume that the bidding vendor will provide basic business needs (e.g., a laptop, cell phone and internet access) -- and that space and any other technology costs (e.g., call center technology) or operating costs would be provided by the state?

Answer to question 3:

Expenses essential to the successful execution of this procurement (examples include, but are not limited to computer and cell phone related expenses) should be detailed in the expense portion of the cost proposal (Appendix A – Form 3 of 3). Call center technology costs should not be part of the bidding vendor's response. Office space will be provided to the winning bidder as they will be expected to co-locate with HealthSource RI staff.

Question 4: On page 15, Section 7.1 subsection 3, Attachment A is referenced as part of the technical proposal, yet there does not appear to be an attachment A? Is it reasonable to assume that the table in Section 4.c on page 12 is the intended Attachment A? Please advise.

Answer to question 4:

Section 7.1 is hereby replaced with the flowing language see below (“TO”). The original language is being changed

FROM:

7.1 RESPONSE CONTENTS

Responses shall use the Response Template and the Cost Proposal attachments provided as part of this RFP. Included in the Response Template are the following:

1. One completed and signed three-page R.I.V.I.P generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** using the Response Template provided in Attachment A of this RFP.
4. **A separate, signed and sealed Cost Proposal** using the Response Template provided in Attachments B, C and D of this RFP.
5. In addition to the single, hand signed hard copy of the proposal required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

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Question 5: We are assuming that task 3 will require some additional implementation/development resources that are not directly included here. Is it appropriate for vendors to build some additional development resources into the fully loaded costs of the escalation team for the first three to six months? Specifically, should the resources associated with the initial escalation team training and the development of a policy/operational plan for integration of this team with the existing call center, be built into the fully loaded costs in the first few months or are those costs outside of this RFP?

Answer to question 5:

The resources necessary to implement and support this engagement have been detailed in Section 3 of this RFP.

Question 6: For the each Task, will the vendor be expected to provide office space and equipment for the personnel (e.g. computers, office furniture, cell phones, landline phones and phone service, etc.)? If so, could you please elaborate on your expectations? And if so, should these items be built into the fully-loaded rate of each FTE?

Answer to question 6:

Please refer to the answer to question 3.

Question 7: Will the vendor be expected to provide any technology for the personnel, especially for Task 3 (e.g. customer relationship management (CRM) software, ACD/IVR phone systems, etc.)? If so, could you please elaborate on your expectations? And if so, should these items be built into the fully-loaded rate of each FTE?

Answer to question 7:

Please refer to the answer to question 3. If contact center technology system access is necessary, it will be provided to the winning bidder by HealthSource RI.

Question 8: Other than compliance with “eligible entity” rules (45 CFR 155.110), HIPAA, and other binding legal requirements related to confidentiality, does HSRI have any additional expectations around potential conflicts of interest and/or confidentiality for the vendors? Are there any activities in which a vendor would be prohibited from engaging (even with separate funding)? Are there any activities that, if provided by that vendor under separate funding, would need to be isolated from certain activities (or tasks) provided in connection with this RFP?

Answer to question 8:

Bidders should be aware that the performance of work under this RFP will necessarily involve sensitive and/or confidential information regarding the internal business operations of HealthSource RI. Accordingly, the state may seek to have in place particular safeguards should a bidder wish to maintain lines of business in addition to the performance of work under this RFP that may present an actual or perceived conflict of interest. Such lines of business to which this may apply include, but are not limited to, scenarios where a bidder wishes to continue the representation and/or advising of clients in matters that may result in adverse administrative actions against the state. Possible safeguards may include but are not limited to requiring a firewall between staff and management performing work under this RFP and the bidder's other lines of work and/or having additional agreements in place regarding confidentiality.

Question 9: Can bidders offer to perform only certain tasks described in the RFP, but not other tasks? If so, are there some tasks that cannot be separated out in this manner, or sets tasks that must be performed together by a single vendor (with the possibility of subcontracting)?

Answer to question 9:

Bidders should offer to perform all three tasks from Section 3 of this RFP and can include subcontractors as part of their proposal. How the scope of work is divided up between the primary bidder and subcontractors is the responsibility of the bidding vendor.

Question 10: The RFP outlines that the Issue Escalation Management task (Task 3) requires a team of six specialists and one coach. Does HSRI have any workload projections for this team? For example, how many cases are currently under "escalation" management? At what rate do escalation cases arise and get resolved? Does HSRI have any contingency plans in place to maintain service levels if workload greatly exceeds expectations?

Answer to question 10:

A similar work function is currently being conducted by HealthSource RI's contact center vendor's "Priority Team" and the intention of this RFP is to transfer some of those responsibilities to the winning bidder. The

winning bidder will work with HealthSource RI to determine which responsibilities will be transferred over to the Issue Escalation Team.

Responsibilities of the “Priority Team” include, but are not limited to:

- Complicated case management
- Check processing and refunds
- Qualified Health Plan (QHP) verifications
- Combined Medicaid/QHP household verifications
- Paper applications
- Mail scan and upload
- Special enrollments and deactivations
- Complaints, exemptions and appeals
- Enrollment reconciliations

The winning bidder will be expected to work with HealthSource RI to develop workload projections as well as mitigation strategies for keeping escalation volumes down.

Question 11: If some tasks in the RFP require extra organizational support (e.g. consulting or training on a start-up or continuing basis), can the vendor use subcontractors and build that expense into the fully-loaded rate of the relevant positions?

Answer to question 11:

No. This procurement allows for “Special Enhancement Activities as Needed” at HealthSource RI’s discretion after the initial contract is awarded.

Question 12: The RFP calls for a separate technical proposal (in section 4), and then requires the use of Attachment A (in section 7.1), but Attachment A appears to be for the Cost Proposal. Please clarify the format for the Technical Proposal? (p. 11, 15 Section 4. Technical proposal and 7.1 Response Contents)

Answer to question 12:

Please refer to the clarifying answer to question 4.

Question 13: For each of the roles in the identified team structure, can the incumbent contractor be identified? (p. 12 Section 4. Technical Proposal, C. Staff Qualifications)

Answer to question 13:

Please refer to the answer to question 1.

Question 14: Should monthly costs include travel as an expense in a separate line, or should travel be included as part of the hourly rate? (p. 13 Section 5. Cost Proposal and Appendix A Form 2 and 3 of 3)

Answer to question 14:

Travel costs should be included in the fully loaded rate.